



NHEP Job Readiness Module Series Meeting Employer Expectations

Module 5



Date Provided: _____

Department of Health and Human Services
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Concord, New Hampshire 03301
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NHEP JOB READINESS MODULE SERIES

MODULE 5 – MEETING EMPLOYER EXPECTATIONS

In **Module 1**, you completed assessments designed to help you make career choices based on a number of factors. In **Module 2**, you identified your personal and career goals, and researched those careers to develop a **Career Pathway** that will take you from *Entry-Level* jobs to *Advanced-Level* jobs. In **Module 3**, you prepared the documents that you will need to conduct a career search and apply for work. In **Module 4**, you learned ways to conduct an effective *Job Search* that results in offers of employment.

In this **Module**, you will learn what it means to meet employer expectations, how to deal with bosses and co-workers, how to leave a job in a positive way, and what you can typically expect from former employers with regard to references for future employment.

Be sure to note your time spent working in this **Module** on the '**Job Readiness Activity Verification/Module 5 - Meeting Employer Expectations**' (Form NHEP267 MOD5) that you received with this **Module**.

VALUE OF UNDERSTANDING EMPLOYER EXPECTATIONS

There are written and unwritten rules in the workplace that employers expect their employees to follow. Many times, these expectations cause problems on the job when employees do not understand what is required of them. This **Module** will identify some of those expectations, and help you become a valuable employee to not only remain employed, but also advance within the workplace.

INDEX

Section 1 - Appearance & Presentation

Page 3

Section 2 - Problem-Solving on the Job

Page 7

Section 3 - Workplace Behaviors

Page 10

Section 4 - The ABCs of Working

Page 16

Section 5 - Being & Dealing With a Boss

Page 19

Section 6 - How to Resign From a Job

Page 26

Section 7 - Looking for a Job While Employed

Page 32

Section 8 - Work & Social Media

Page 33

Section 9 - Balancing Work & Family

Page 36

Section 10 - Time Management & Organization

Page 44

Section 11 - Ethics in the Workplace

Page 57

Section 12 - Safety on the Job

Page 60

Section 1

APPEARANCE & PRESENTATION

Success in the workplace will depend a lot on how well you meet the employer's expectations of you and how well you do your job. Almost all employer expectations can be broken down into the following areas:

Appearance & Presentation
Communication
Job Performance



Appearance & Presentation

Whether we like it or not, we are often judged by our appearance and how we present ourselves. While at work, we are representing our employer. Therefore, it is very understandable that employers would care about how their employees are representing them, especially when dealing with the public.

Appearance & presentation includes how you dress, as well as your personal grooming and hygiene habits. Good grooming and hygiene includes:

- Bathing/showering and using deodorants daily.
- Washing your hair every day or two.
- Brushing and flossing your teeth daily.
- Keeping your fingernails clean and trimmed.
- Wearing clean clothes that are appropriate for your workplace, fit properly, and are not wrinkled, torn or stained.
- Using cologne and make-up sparingly.
- Some employers have rules about tattoos, body jewelry, and skin showing. Make sure to find out what a potential employer's rules are about these things.

Communication

Communication includes both how you speak and listen, and how well you communicate in writing. Most employers want individuals who:

- Use correct grammar when writing and speaking.
- Are able to express thoughts clearly and without being too wordy and communicate in writing.
- Listen carefully to instructions and ask questions when unsure.
- Keep workplace conversations professional and avoid swearing, talking loudly, or disclosing too much information about your personal life and relationships.
- Accept feedback, including constructive criticism, without getting upset. Constructive criticism is advice someone gives you to be helpful and to assist you in doing something better or to improve on how you do something.
- Respond well to training or a new task.

Job Performance

Employers hire you to fill a need within their company and expect that you will bring certain skills, abilities and work habits to the workplace. Employers expect their employees to:

- Be dependable – come to work on time every day, meet deadlines, be on time to meetings, and follow through on assignments.
- Be self-motivated and able to complete tasks without a lot of supervision and direction from others.
- Be flexible – accept new projects and different ways of doing things.
- Keep the boss informed – call in if you will be sick or late, give progress updates on assignments, let others know if you need help.
- Be friendly and get along with others, both co-workers and customers.

- ### ***Skills That Employers Look For***

There are many skills that employers look for when hiring. Some are specific to the job that you are being hired to do, but many of the skills that are valued by employers are considered to be important in any position.

Problem-Solving - Being able to make decisions and solve problems on the job is an important skill that requires confidence in your ability to make a good decision and knowledge of your job.

Computer Skills - Even when the job does not require you to use a computer as part of your job, you may have to use a computer for other things, such as noting your work hours, communicating within the company, etc. Most companies will train you to use their software if it is part of your job.



Employer Expectations

Name the three (3) areas of *Employer Expectations*:

1. _____
2. _____
3. _____

List two (2) *Communication Skills*:

1. _____
2. _____

List two (2) *Job Performance Skills*:

1. _____
2. _____

List the skills that you believe you have from the *Skills That Employers Look For* on the previous page. Be specific.

Section 2

PROBLEM-SOLVING ON THE JOB

Being successful in the interview and getting the job are the first steps in becoming employed; you now need to focus on being successful on the job and, better yet, being considered for promotions and pay increases in the future.

One of the skills that employers look for is the ability to solve problems and ‘think on your feet’. When your employer trusts that you have these skills, they are more likely to give you the right to make decisions. And people who are trusted to make good decisions are often promoted to management.

Problem-Solving

Solving problems is everyone’s responsibility in the workplace. Employers and supervisors like workers who come to them with not just problems, but with possible solutions to the problems.

To be a good problem-solver on the job, follow the steps below. Be as specific as possible when presenting your ideas on how to solve the problem, it will show that your solution was well thought out and that you took the steps needed to come to the best solution possible while considering all options.

1. Determine what the problem is and why it is a problem.
2. Identify what areas are being affected by the problem.
3. Identify possible solutions for each area being affected.
4. Write down as many solutions as you can think of.
5. Consider the pros and cons of each solution.
6. Choose your top 2 or 3 choices and determine cost involved, next steps, etc.
7. Present your choices to your supervisor. Be prepared to show all of your work that led up to your decision.

The problem-solving steps listed here can also be used when faced with problems or difficult decisions at home. Sometimes it can be helpful to ask others to help you brainstorm some ideas for solutions. In the workplace, it can also be done as a team with other co-workers. For situations at home, involving your family in this process also helps children develop problem-solving skills that will last them a lifetime.

Problem-Solving Practice Activity

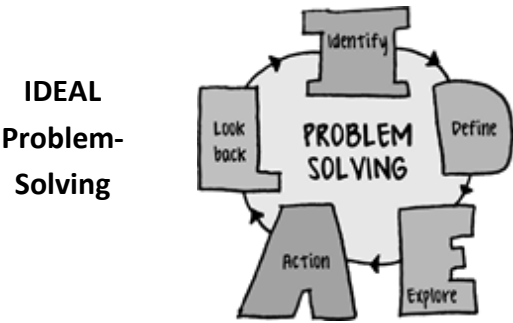
Think of a problem you may be struggling with or you have struggled with in the past. Describe the situation and why it is a problem.

Name three (3) possible ways of fixing the problem. Some of these solutions could be solutions you would not consider, but write them down just the same.

- 1.

- 2.

- 3.



Evaluate the pros and cons – the advantages/disadvantages or positives/negatives of each possible solution. What is good and bad about each possible solution?

PROS

1.

2.

3.

CONS

1.

2.

3.

Select your first and second choice solutions based on evaluating the pros and cons.

1. _____
2. _____

There are times when no solution seems ideal. In those cases, the only option is to weigh the pros and cons, and then determine the best solution with the understanding that it may not be ideal, but it is better than the alternative.

Section 3

WORKPLACE BEHAVIORS

One of the top reasons why people get fired is because they could not get along with co-workers and/or supervisors. Since most jobs require you to work closely with others, even those you do not agree with or even like, good communication and people skills are needed. Here are some tips for being a team player and a productive employee.

Learn from others. When you are new on the job, it can be tempting to want to make changes and show your worth. Be careful in doing this too soon. Show respect to your co-workers who have been on the job for a while and learn how things are done. There may be very good reasons why they do things a certain way. Once you are there for a while, you will be in a better position to suggest changes.

Take time to learn from them and do not get angry or defensive if you are told you are doing something the wrong way. Thank them for their help and give credit to them when and where it is due.



Be organized. Keep your personal work space neat and organized. Respect others' workspace as well. Unless you have permission, do not move or take things from another person's desk or area.

Be polite. Do not interrupt a co-worker if they are in the middle of a conversation or on a phone call. If it is an emergency that cannot wait until they are done, politely interrupt by saying "excuse me", apologize for the interruption and get to the point right away.

Communicate. Express your thoughts clearly in a positive way that always shows respect for your other team members, and listen actively to their ideas without debating or arguing every point.

Learn the preferred method of communication where you work. Some companies are fine with their employees having work related conversations, while others may prefer that you put it in writing by sending an email.

Neither method is wrong, it is a preference and sometimes the workplace determines what type of communication works best. For instance, if you work in a medical office, much of the information that you work with may be protected health information, and discussing it openly would not be the method that you should use. If you are working as a cook or chef, open discussion in the kitchen will probably work best, as no one has the time to go to a computer for an email while in the middle of cooking, and the information is generally not private or sensitive information. Go with the flow of the workplace and what makes sense.

When speaking with others, maintain a distance of 3-4 feet in order to make them feel comfortable and try to speak softly while also being heard so as not to disturb other workers with your conversation. Do not discuss or disclose confidential information unless in a private place.

Share information. Attend meetings and be prepared to share your information with others. Remember that you are part of a team and that means that everyone should work toward a common goal. Offer to help when needed.

Even if you had a different idea on how to manage a situation, if the team decides on a solution, support the teams' decision and do whatever you can to make it work. Do not engage in sabotage. Remember that the success of the team is the responsibility of every team member and if the team fails, so do you.

Listen. Be open to listening to the ideas of others. Accept constructive criticism and use it to improve the way that you do things.

Keep your private life private. Do not discuss your private life at work. Make and receive personal phone calls or texts during breaks and in private areas.



Know your habits. Be honest with yourself and be aware of your personal habits, both good and bad. Make a commitment to work on improving or eliminating your bad habits, especially those habits that could annoy others in the workplace, such as loud talking, swearing, complaining, etc.

Be dependable. It does not matter if you are the best at your job if you cannot be counted on to be there and do the work. Show up on time and prepared to work when you are scheduled to be there. Keep commitments by always being on time, and complete assignments when they are due.

The one thing that you can always count on is change. Be open and ready to accept change in the workplace. Be prepared to 'go with the flow' and adapt to ever-changing situations without getting angry or stressed.

Know your skills. Different people possess different skills in the workplace. The best teams consist of those that have skills in different areas that can lend great value to the team. Always be willing to add to the team by lending support in those areas where you excel and respect the skills of others without feeling threatened. Find ways to work together, even with those that you might disagree. Great leaders are not threatened by others' abilities, they surround themselves with smart and effective people who complement their skills.

Being able to work as part of a team is one of the most important skills to develop if you hope to be successful in the workplace. Almost every job that you have will require that you work with others toward common goals.

Rate Yourself

Go back over what you just read and put a check next to those qualities you already possess, circle those qualities that you need to build. Make a commitment to practice improving those qualities that you circled when you are working as part of a team.

Cell Phones



These days, almost everyone has a cell phone. Most people bring their phone to work for convenience and for emergencies. However, the use of personal cell phones on the job has become a major concern and complaint in the workforce.

Some employees do not seem to understand that while they are working, they are being paid to pay attention to the job that they are doing, not to be dealing with their own personal issues or calls from home.

Cell phones are also a safety concern on the job. If someone is looking at their phone, or listening to music, they are not giving their full attention to safety issues. In some jobs, this might not be a big concern, such as in an office. In other settings, this could be a real safety hazard.

Many employers have a strict policy on the use of cell phones while on the job. Some will require that you turn them off completely while working. Remember that every employer is required by law to provide you with break times when you are allowed to use your cell phone and check your messages. Expecting anything more is unreasonable.

Many people feel that their family should be able to get in touch with them immediately should an emergency or disaster happen. Being in instant communication with family can be comforting, but you also need to keep in mind that you are working and your attention should be on the job that you are being paid to do.

Explain to your family that they are to ONLY contact you on the job if there is an emergency, and let them know what you would consider an emergency. Provide them with a number where you work that they can call in cases of emergencies where the employer will immediately relay the message to you. If they call you on your cell phone during your working hours, explain to them that you will only be able to check your messages during your breaks.

Internet Use

Many people use computers and the internet now as part of their job. Employers generally have strict policies on what you can do online and what websites are acceptable. They do this in order to protect their computers from viruses, but also to protect their sensitive company information.

If using the internet is part of your job, remember that you should only use your work computer for work related activities. Searching the internet for things not work related, checking your personal emails, or cruising *Facebook* is not acceptable on a company computer.



Workplace Behaviors

List five (5) traits of good *Workplace Behaviors*:

1. _____
2. _____
3. _____
4. _____
5. _____

Is it acceptable to use your *Cell Phone* while working? [not including break times]

Yes

No

How should you instruct your family members to contact you when you are working?

Why do employers limit the use of the *Internet* while on the job?

Section 4

THE ABCs OF WORKING

A is for Action! Be a pro-active employee. Bring solutions and ideas to your supervisor that can help the department and/or the company.

B is for Benefits! Be aware of all of the benefits that a company has to offer and take advantage of those benefits.

C is for Communication! Learn to communicate verbally and in writing with your boss and co-workers. Learn the company's preferred method of communication, i.e. email, voice mail, etc.

D is for Deadlines! Make sure that you know when your work is expected and do your best to meet those deadlines.

E is for Efficiency! Be well-organized and get the job done as quickly as possible without giving up quality.

F is for Follow Through! Always complete tasks that are assigned to you.

G is for Goals! Know the primary goal of the company or team that you work for and work toward that goal.

H is for Help! Offer it when asked, and ask for it when needed.

I is for Integrity! Be honest and truthful in the workplace, even when no one is looking.

J is for Join In! Make an effort to be a team player. Pitch in to help when needed. Be flexible and supportive of others.

K is for Knowledge! The more that you know about your job, the more valuable you are as an employee.

L is for Listen! Good team players are those that know how to actively listen to others and respect their opinions.



M is for Mission Statement! Almost every company has a mission statement that will tell you the core principles and values of the company. Familiarize yourself with the company's mission statement and work toward that daily.

N is for New Tasks! Always be prepared for changes in the workplace and the assignment of new tasks. It is very common for employers to redefine your role as new developments happen within the company.

O is for Optimism! Try to go to work each day with a positive, can-do attitude.

P is for Planning! Plan for the unexpected, especially in your personal life. You do not want something unexpected in your personal life to cause you to lose your job.

Q is for Quality! Always strive to do your best, no matter what task you are asked to do.

R is for Responsibility! Take responsibility for the work that you are asked to do. Go above and beyond expectations.

S is for Salary! Know what others are paid to do the job that you are hired to do and advocate for a salary that pays you what the job is worth based on your skills.

T is for Training! Take every opportunity provided to you to learn new skills on the job.

U is for Understanding! Make sure that you have a good understanding of what is required of you on the job. Strive to understand others in the workplace and what is required of them as well.

V is for Value! Every employee should add value to the company and to the team that they are assigned to work with.

W is for Workplace! Respect your workplace and those that you work with. It will make your job much easier if you have a solid working relationship with your co-workers.

X is for X-ceptional! Try to be the best employee that you can be, and always do your best. If you practice this each day, you will be noticed at work and hopefully rewarded for your efforts.

Y is for “Yes”! When asked to do a task by your supervisor, be positive and tackle the new task with enthusiasm.

Z is for Zero Tolerance! There is zero tolerance in the workplace for harassment, violence, or discrimination of any kind according to federal labor laws. If you have any doubt about what is not acceptable under the law, you can contact:

US Department of Labor
200 Constitution Ave. NW
Washington DC 20210
(866) 487-8365 / TTY Access: (866) 487-2365
www.dol.gov

* Go back and look at *The ABCs of Working*. Put a check next to those qualities you have practiced on the job and circle those qualities that you need to build. Make a commitment to practice improving those qualities that you circled.

Always remember that **ANYONE CAN BE REPLACED!** In order to stay employed, you need to continue to grow, evolve, and make yourself valuable to an employer.

This means that sometimes you have to change the way that you do things, change the way that you think about things, or learn a new skill. No employer ever wants to hear “That isn’t in my job description!” or “We’ve always done it this way!”

Companies are constantly looking for ways to improve the way that they do business. So even if you do not agree with the changes, there may be a very valid reason why you are being asked to accept a change. Always remember that your employer does not have to have your approval to change things in the workplace, and they may have information that you do not have or that they cannot share with you as a good reason for the changes.

Section 5

BEING & DEALING WITH A BOSS

Have you ever wondered what it is that your boss does all day? You may see them attending lots of meetings or in endless strategy sessions. You may believe that your boss does a lot behind the scenes, but having a good understanding of what your boss does can help you perform better at your own job, while also helping you to understand what your boss has to deal with. Think about the responsibilities that your boss may take on each day - and think about what it must take to do their job.

Bosses decide what needs to be done and when. They assign daily work and make sure that deadlines are met. They are held accountable for the work of the team. When things are done well, they get the credit but they also get the blame when things are not completed on time or done the way that they should be done.

Bosses are accountable for the results. They are responsible for informing *their* boss about what the department is producing. It is their job to ensure that the team knows what they are doing and that they produce the expected results. They are leaders, and leadership requires the ability to credit others for a job well done, and/or accept blame when things do not go well.

Bosses should motivate their employees. Being motivated to do a job well is one of the key factors in success on the job. It is up to the boss to motivate their workers to do a good job each day and to ensure that their work lives up to high standards. A good boss will lead by example and be a positive influence on their employees.



Bosses are responsible for knowing company policy and objectives. They are responsible for making sure that their workers are aware of them and that they are following them. This may involve communicating with others in the company, or relaying important information to their workers.

Bosses represent the company. They help build relationships inside and outside the company, serving as a representative for both employees and customers.

Armed with this information, the next time you sit with your boss, you may have a better understanding of the daily tasks of their job and it might help you to better understand why they ask you to do certain things in a certain way.

Dealing With a Difficult Boss or Co-Worker

Dealing with a difficult boss or co-worker can take away any enjoyment that you get out of going to work every day if you do not develop ways to deal with them. Some people can leave you feeling worthless and unappreciated for the work that you do, and have you wondering if you should look for a new job.

Before you make the decision to leave, especially if it is a job that you really enjoy doing or one that you spent time and effort getting training or education for, you might want to think about ways that you can work with your boss or co-worker that will make it easier to tolerate. Remember that you are not guaranteed that if you leave this job, your next boss or co-worker will be any better or easier to work with. The best way to manage this is to develop your own ways of dealing with difficult people. It will not only help you on your job now, but in the future should you find yourself in a similar situation.



Strategies for Dealing with a Difficult Boss

Put yourself in their position and try to understand what is causing them to react the way that they do. Work to identify ways that you can help reduce the stress on your boss, i.e. take on some responsibility with their permission, identify new and more efficient ways of doing things, etc.

Be supportive of their goals, even if you disagree with them. Your boss is the one who decides the daily workload and what needs to take priority. Understand that you may not know exactly why your boss is doing something, and they do not need to disclose their motivation to you. Focus on supporting them, their goals and their strengths.

Do not adopt the negative attitude of others. It can be difficult to stay positive when others around you are focused on the negative, especially when dealing with a difficult boss. Do your best to always look at the good in every situation. If there is a valid reason for complaints, document the problems and brainstorm solutions. Slacking off at work is not a valid response to a difficult boss.



Have the courage to speak up and discuss your concerns with your boss in a respectful way. Do not do this to assign any blame to them, simply offer to work with them to come up with good solutions to ease their stress. Approach them with a positive, 'can-do' attitude with well thought out ideas.

Try to be aware of the learning and communication style of your boss and adapt to them. Pay attention to what is working for them and use those methods. Ask them for their advice on how to best communicate with them, and ask them what you can do to make the workplace less stressful and more productive.

Have the courage to address your concerns if you feel that you are doing the best job that you can do but your boss is still being difficult. Stay calm, prepare in advance for what you would like to discuss, and have solutions ready to address the problem, if possible. Identify their behaviors that are causing you concern without being judgmental, i.e. “you have a bad attitude”, “you are difficult”, “you are being mean”. Instead, use language that is goal-focused, i.e. “can we talk about what I can do to improve this”, “what can I do to make this better”, etc.

All of this advice will not prevent you from having a difficult boss. If you find yourself in a situation that is intolerable, it may be possible to address your concerns with the *Human Resources Manager*, if the company has one. If you decide to take this option, be prepared to present your case to them through documentation of the behaviors that you will be addressing in your complaint. Understand that you may not get the results that you want.

And if the situation becomes intolerable, be prepared to look for another job. You may be able to transfer within the company to a new position with a new boss, but that is not always possible. Be sure to leave in a positive way by giving notice to your employer and do not bash your boss once you have given your notice. Remain positive until the very last minute of your job.

Strategies for Dealing with a Difficult Co-Worker

Do not react to their attitude. Always stand your ground, but approach them with a positive attitude and ignore their negativity.

Physically remove yourself from the situation if possible. Do not eat lunch with them or take breaks together unless you are prepared to constantly fight to stay positive. Ask if you can move your work area without placing blame on anyone for the request.



Manage your responses. Think about situations that you have been in with this co-worker in the past and prepare responses for the future. Then when you are facing the situation or their attitude again, you will be prepared to respond to them without anger.

Do not trust the difficult co-worker. They may respond well to your kindness, but you should avoid having a close relationship with them. It is very likely that, if you struggled to deal with them, others have also struggled to deal with them, too. You do not want to align yourself with the problem employee.

Do not get caught up in group mentality. Even though others may be struggling with the same difficult co-worker, do not join in with a group to get back at them. It is unprofessional and not accepted in the work place. And it can also backfire, leaving you looking like the difficult employee.

Advancing Within Your Career

Many people go into their jobs with the certainty that they will advance and be promoted to higher levels of responsibility within the company. When that does not happen, it can leave them feeling stuck and unappreciated, and it can drain them of the energy and motivation that they might have had for doing their job.



Before you get to a place where you feel stuck in your job with no possibility of advancement, there are steps that you can take to be recognized at work and to show your employer that you are worthy of and capable of promotions within the company. But always

remember that with promotions come increased responsibilities. Be sure that you are ready and prepared to take on the job that you strive for.

Strategies for Career Advancement

Identify and write down your career goals. Note where you are and where you would like to be in the future. For each goal that you have, note the steps that you would have to take to reach that goal.

Talk to your boss and co-workers about their expectations of you in your current role. Be sure that you know what they define as 'doing a good job' and do your best to meet those expectations. Write it down and refer to it often to be sure that you are staying on task.

Work to become someone that others think of as a problem-solver. Those promoted to management are generally those people with enough self-confidence to figure out next steps and make important decisions.

Pay attention to those in positions of management and notice who they have relationships with in the workplace. Work to develop a relationship with someone who can serve as a mentor to you and who can advise you on how to advance within the company. Having someone above you who admires your work can make a difference in getting noticed and being considered for promotions.

Learn as much as possible about the company that you work for and the industry. Become an expert and demonstrate your knowledge during meetings or when asked questions by your boss. Be pro-active and offer solutions to any problem that you see, do not wait for things to become bigger problems.

Document your work. During evaluations, be prepared to show the work that you have done and do not be afraid to take credit for things that worked well. Write down the steps taken and be ready to discuss them and explain your thinking.

Being & Dealing With a Boss

Identify two (2) responsibilities of being a *Boss*:

1. _____
2. _____

List three (3) strategies for dealing with a difficult *Boss*:

1. _____
2. _____
3. _____

List two (2) strategies for dealing with a difficult *Co-Worker*:

1. _____
2. _____

List three (3) Strategies for *Career Advancement*:

1. _____
2. _____
3. _____

Section 6

HOW TO RESIGN FROM A JOB

Who has not dreamed about walking into the boss's office, saying: "I quit!" and then marching straight out the door? The rational side of you knows that this is the wrong way to leave a job. But what is the right way to leave? Who should you tell first? How much notice should you give? And how honest should you be about your reasons for leaving?

You will probably get a lot of practice quitting jobs over the course of your career. The average worker today stays at a job for 4.6 years, according to 2015 data from the *US Bureau of Labor Statistics*. People are more used to seeing co-workers come and go than in the past, and yet, there will always be some curiosity about why you are leaving or where you are going.

Your co-workers may be trying to figure out why you are leaving. You have to be the one to decide how to make this happen and how to leave in a professional way.

People tend to spend a lot of time preparing for their first impressions, but they almost never think about the time when they may be leaving their job.

Quitting your job for any reason requires that you plan well for the move. Remember that you were a member of a team, and they will now need to replace you and your skills. This can produce some anxiety for your team members, especially if you have been a good team for some time, and you will need to do your best to be sensitive to and understanding of their feelings.

**Bye
Bye
Boss**

Give as much notice as possible. To leave a job with less than two (2) weeks' notice is simply not right. And although two weeks is expected, you might want to give more notice if you have not already committed to a start date at another job.

The more responsibility you have in your job, the longer it will take them to find a replacement for you. If this is true, you may want to think about giving closer to a month's notice, if possible. But giving too much notice is not a good idea either. As soon as you tell people that you are leaving, you become an outsider. You may not be invited to certain meetings, and you may not be part of team decisions. You do not want to be hanging around too long once they know that you are leaving.

Tell your employer first. Once you have decided to leave your job, the first person you should tell is your boss. It is only respectful that they hear it from you first and not from another co-worker or through workplace gossip. Decisions about when and how you leave your job should be made by your boss. You may ask about how this information is going to be told to the rest of the company and your co-workers, and hopefully your boss will listen to your concerns. Just be sure to figure this out up front to avoid complications or gossip.



Be honest but careful. You are not required to tell any of your co-workers about where you are going or why you are leaving. But remember that there may be people that you have had a long-standing relationship with, or worked closely with as part of a team, and trying to keep that secret from them may be difficult. Disclose as much as you feel comfortable with, and do not gloat! No one wants to hear about the wonderful new job that you will be getting, while leaving them behind in the job that you left for a better one.

Don't gossip. Allow your boss to disclose this information to your co-workers. Remember that there are no secrets in the workplace and being secretive or giving different reasons for your leaving to different people will only fuel gossip. And once gossip starts, it is difficult to stop it from happening. The lesson for avoiding a gossip situation is to tell the truth, one time, one way, and stick to it. That way no one can ever say they heard anything different.



Help out your employer by working to make your leaving a smooth transition. Regardless of your reasons for leaving for another job, you have one final responsibility to the company that you work for, and that is to work toward a smooth and positive transition. Try not to leave the company with a lot of unfinished business. Ask your boss for their input on what should be a priority for you to work on before you leave.

Show gratitude. Remember that, regardless of your reasons for leaving, the company that you worked for has provided you with employment and a paycheck for your work. Do your best to stay positive about the company right up until the time when you walk out the door for good. Think about the parts of your job that you enjoyed and co-workers that you liked working with and express appreciation for your time spent working with them. If you are dealing with a boss or co-workers who are taking your departure personally, try not to let it affect you, just accept it as something that cannot be avoided. There is no point in wasting your time and energy trying to change their minds.

Be careful at the exit interview. It can be very tempting to be brutally honest during your exit interview and offer up detailed information on everything that is wrong with the company. But the exit interview is not the time to give the feedback you wish you had given while you were a full-time employee. If you liked your job and had a wonderful relationship with your boss but got a better offer, feel free to talk about it, but do not feel obligated to do so. Avoid venting and emotional conversations.

EXIT

Principles to Remember

Do

- give at least two weeks' notice and — if your schedule allows — offer to work longer to create a smooth and orderly transition
- work with your boss to figure out the best use of your remaining days and how you should tie up loose ends
- be thankful about what you learned at your job and openly express gratitude to co-workers

Do Not

- give different reasons to different people — stick to one reason about why you are leaving
- be dishonest or overly secretive about your next move — your boss and former co-workers will find out where you have moved soon enough
- give out too much information during your exit interview — it is not the time to give detailed feedback and ideas for improvement

It is important to remember that how you leave a job is almost as important as how you begin a new job. And the longer that you were employed by the company, the more important it will be for you to leave in a good way.

Future employers look for a long work history to show that you are dependable and that you do not jump around from job to job. It is likely that, if you have a job on your application that you held for a long period of time, the company that you apply to will put a lot of value in what that employer says about your job performance.

When you apply for a new job, the application will always ask you to list your previous employers and the reason that you left that job. And most applications will also ask for your permission to contact your previous employers to confirm the information and to ask about your job performance.

What a Former Employer Can Say About You

Many larger companies will not give out information regarding your job performance. This is because they can be at risk for a law suit if they say something that is untrue. Legal and/or company guidelines may state that only your employment dates and job titles can be confirmed. However many former employers can – and very often do – offer a lot more information to a potential employer than simply verifying your employment dates and job title. As a result, many job-seekers who expected a good review from a former employer might lose out on job offers because of a bad reference.

How do you know if one of your former employers is offering negative, wrongful, perhaps unlawful input about you to a potential employer? And once you know, how can you address this?

Understand that any negative information a reference offers about you is not necessarily wrongful or unlawful. Negative input may be illegal – some categories include; being treated differently because of your race, gender, age, religion, etc. (discrimination); trying to damage your reputation over lies (defamation); revenge (retaliation); describing someone in a bad way (disparagement); or sexual harassment.

When a third party can document that a former employers' reference was wrongful, inaccurate, and/or malicious (harming someone on purpose), you may have the ability – through a lawyer – to pursue legal action.

Resigning From a Job

How much of a notice is generally expected when resigning from a job?

Who should you notify first when you plan on resigning?

Why is it important to leave your job in a good way?

Are employers required by law to provide you with a reference for a new job?

Yes

No

Identify one (1) category of negative input from a former employer that may be illegal:

Section 7

LOOKING FOR A JOB WHILE EMPLOYED

When people find themselves in a job that they are unhappy with, it can be tempting to just quit the job with the hope that they will be able to find a new job quickly. This is not always true. The best way to manage it would be to continue working in your current job while looking for a new one.

There may be opportunities for you to transfer to a new department within the same company that might give you more satisfaction. This is generally a much easier transition than looking for a new job with a new company. Most of the time, if you transfer within the same company, you keep all of your benefits, which can be very important.

You may also have heard people say that it is easier to find a job when you are already working. While this may seem odd, it is true. Many companies prefer to hire from within or through networking. It saves them money on advertising and they like knowing that a prospective employee comes with a reference from someone that they know and trust.



When you are working, you are on the inside and will hear about other openings before the public finds out about them. You are also informally networking with your co-workers, who may know of openings, or may have friends or relatives that know of openings in other companies. Just be careful not to disclose that you are considering leaving the company that you work for before you announce it to your supervisor. If you are tempted to ask for their help, ask as if you are just curious or are asking for 'a friend'.

Section 8

WORK & SOCIAL MEDIA

Most people now use the internet to communicate with family and friends. *Facebook* is one of the most frequently used sites on the internet and is considered a social media website.

Social media websites are those that let you create an online account and post your thoughts, feelings, likes, dislikes, pictures, etc. to share with those that are a part of your social circle, or those that you have allowed to view your online profile.

But remember that those that are very good with computers can generally find a way to tap into your profile even if you do not give permission, nothing is 100% safe and guaranteed. The best way to avoid potentially embarrassing situations is to be very careful about what you post online.

Many times, employers will go to *Facebook* and other social media websites to find information about you and your habits. It is very important, especially when looking for work or already employed, to protect your online reputation.

If you create an account on any of these websites, be very careful about the information that you disclose about yourself or those that you work for or with. These websites are NOT the place to complain about your boss or co-workers, or the company that you work for. And if a company finds out that you are 'bashing' them or saying bad things about them or their employees online, it can be grounds for termination.



You also need to be careful when posting information about what you do in your private life. *Facebook* in particular has the option of listing who you work for. If you make your employer known publicly, then proceed to talk about activities that would embarrass your employer, it may be grounds for termination from your job. No employer wants the public to think that their employees are engaging in questionable or illegal activities, it reflects badly on the company.

Keep in mind that once you post something on the internet, **IT IS OUT THERE FOREVER!** Even if you delete it right after posting, there is still the possibility that someone saw it, copied it, and will then use it against you or post it in another place, sometimes without your knowledge.

A good rule to follow is to think about someone whose opinion you value very much, like your children, your parents, your grandparents, etc. Before posting anything online, consider how you would feel if these people saw what you are posting. If it would be acceptable for them to see or read, then it is probably safe to post. However, if it is something that would cause you to be embarrassed, it is a good idea to not post it online.

It is also generally unacceptable to use your work computer to access social media sites unless this is part of your job. Many companies put blocks on their systems to prevent their employees from using the computer in this manner.

They do this not only to prevent their employees from spending time on personal activities while they are on the clock, but also to protect their systems. There is always the threat of being hacked by competitors or having unwanted viruses sent to a computer through a link or email that could potentially shut down their systems.



Finding a Job While Employed & Social Media

Why is it easier to find a job when you are already employed?

What is the most commonly used *Social Media* website on the internet?

Before posting anything on a *Social Media* website, what should you think about?

Why do employers not want you accessing *Social Media* websites while on the job?

Section 9

BALANCING WORK & FAMILY

Every journey has its ups and downs along the way. Searching for a job and entering the workforce is no different. The key is to stay focused, anticipate some of the challenges, plan as much as possible for different situations, and avoid those things that could cause you to lose your job.

Juggling a work and home schedule is not always easy, but it can be made easier if you are aware of certain steps that you can take to help maintain balance in your life. Some things that you will need to consider include:

- Managing the stress of working and raising children
- Developing a support system that can help you
- Managing your time and staying organized
- Staying motivated and positive
- Believing in yourself and keeping your self-esteem healthy

Managing Stress

Stress is a response that people have when they feel excessive pressure from the demands placed upon them. We feel little stress when we have the experience and ability to manage a situation. But when we feel that we are not able to manage the demands of a situation, it can cause a great deal of stress.

Stress is a normal and natural part of life, and there is probably no way to eliminate ALL of the stress that you experience. But you can minimize the effect that it has on you by recognizing what causes you stress, and developing ways to deal with it.

Sometimes, our lifestyle can cause stress in our life and we may not even be aware that it is happening. Using the list on the following page, rate your lifestyle to see if you are doing everything that you can to reduce and manage stress in your life.

Rate your lifestyle using the following checklist. Check each statement that is true for you. Then score your answers to see how you well you manage stress in your life.

- ☐ I do something fun on a regular basis.
- ☐ I avoid negative people.
- ☐ I exercise regularly.
- ☐ I have friends I can rely on.
- ☐ I gain strength from my spiritual beliefs.
- ☐ I avoid eating lots of junk food.
- ☐ I do not smoke.
- ☐ I average 7 or more hours of sleep on work nights.
- ☐ I only spend what I have, and avoid debt.
- ☐ I eat at least 1 well-balanced meal each day.

Add up the number of items that you checked and enter your score below. Then review what your score means.

Rating Your Lifestyle Score:

- 8 or more - Reflects a lifestyle that will help you handle stress in your life and help you be more productive at work.
- 6 to 7 - Reflects a moderate lifestyle that will help you handle stress and help you on the job.
- 5 or less - Reflects a vulnerable lifestyle. You might find it difficult to handle stress and may experience some problem on the job.



Searching for a new job, interviewing, and then learning a new job while continuing to care for a home and family can create a great deal of stress. For some, a certain level of stress can be helpful in keeping them focused and motivating them to do their best. For others, stress can cause them to withdraw and shut down. Some people actually get physically ill from stress.

Stress can cause what they call in science the '*Fight or Flight Response*'. When you choose to *Fight*, you tackle the problem head on, determined to work through the *stress* of the situation.



When you choose *Flight*, you avoid the situation as much as possible and often do not address the source of the stress.

There are times when the *Flight* response is the correct one and can keep you safe. If you were in a potentially dangerous situation, you would want to get out as quickly as possible. But when you are feeling normal stress at work, the best thing to do is to deal with it.

Managing stress is all about taking control of your thoughts, emotions, schedule, environment and actions. By taking control in a positive way, you can maintain a balanced life that includes working, but also includes setting aside time for family, fun, and relationships.

Ways to Better Manage Stress

Accept - Sometimes you have no control over the situation.

There are times when the source of stress is unavoidable. Some of these include the behavior of others, the death or illness of a loved one, a bad economy, bad weather, etc. Try not to get stressed over things that you have no control over. Instead, try to stay focused on those situations that you have the power to control and change.

Consider the following:

- If your own bad choices added to the stress, think about what you could have done differently and try to avoid the situation in the future.
- Learn to forgive (this includes forgiving yourself, too). Learn to accept that everyone makes mistakes, no one is perfect, including you. Let go of the anger and move on.
- Look on the positive side. If you are stuck in traffic, look at it as an opportunity to listen to your favorite music, or have a conversation with your child.
- Look at the big picture. Ask yourself how much this will matter in a month or a year.
- Share your feelings with someone that you trust.

Adapt - Sometimes all you can do is change how you manage stress.

Reduce the negative affect that stress has on you by using the following stress reduction techniques:

- Spend time with positive people who bring joy to your life.
- Adopt a healthy lifestyle by exercising, eating well, and getting enough sleep.
- Reduce caffeine and sugar intake to help you feel more relaxed and to sleep better.
- Avoid alcohol, cigarettes, and drugs. They may feel like an easy escape from stress, but they offer only temporary relief and often cause more problems in other areas of your life.



Avoid - Sometimes stressful situations can be prevented.

Some stressful situations could have been avoided if we had done things differently. Avoid stress by:

- Learning to say “No”. Do not take on more than you can handle.
- Controlling your environment. Take a different route home if traffic causes you stress. Turn off the news if it is causing you to feel anxious.
- Managing your time. Remember to use a calendar to keep track of scheduled appointments. Plan your activities ahead to avoid creating stressful demands on your time.



Coping With Stress

We all adopt ways of coping with our stress, whether we realize it or not. Unfortunately, sometimes we adopt unhealthy ways of coping that might include:

- Self-medicating with alcohol or drugs
- Using sleeping pills or tranquilizers to relax
- Over-eating, eating too little, or binge eating
- Smoking
- Sleeping too much or not enough
- Procrastinating (putting things off until later)
- Withdrawing from family, friends, and activities
- Filling up every minute of the day to avoid facing problems

Your methods of coping with stress should be those that help maintain and improve your emotional and physical health. The stress coping activities listed on the following page are positive ways to cope with stress.

Review the chart below and check off any of the stress coping activities that you already do to deal with stress. Place an 'X' next to those that you hope to develop in the future.

| Stress-Coping Activities | | | |
|----------------------------------|--|---------------------------------|--|
| Go for a walk | | Play with a pet | |
| Play with your children | | Listen to music | |
| Write in a journal | | Do something for others | |
| Work in a garden | | Work on a hobby or craft | |
| Play a sport | | Exercise or work-out | |
| Take a long bath | | Get a massage | |
| Go for a bike or motorcycle ride | | Watch a relaxing or funny movie | |
| Play a musical instrument | | Read a good book | |
| Spend time in nature | | Meditate | |
| Other: | | Other: | |
| Other: | | Other: | |

Keep in mind that each person is unique in what produces or reduces stress. Some may find that sewing or doing crafts is calming, while others might engage in strenuous physical activity to reduce stress. And some things that are calming to some people may produce more stress for others. Learn what works best for you.

Support Systems

Working parents, especially working single parents, need others that they can rely on during times of need. Knowing that you have someone you can call on to talk to can help you stay on track and lessen your stress.

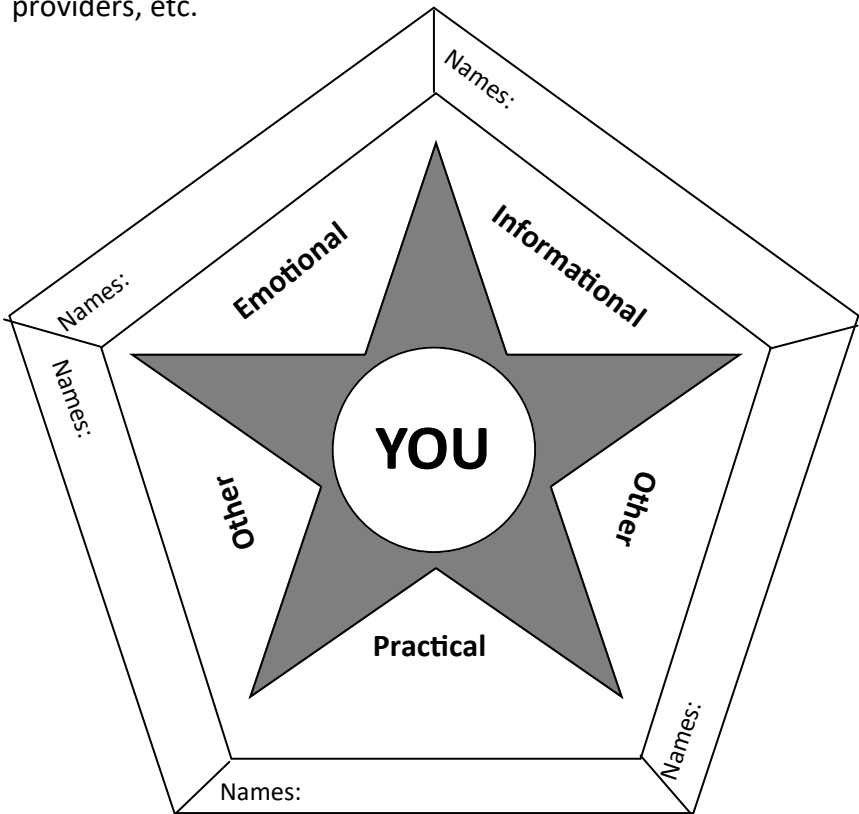
Read each definition below. Then write in names of people that you could call on for each area of support.

Emotional: Those who give you love, encouragement, and are there for you when you need to talk.

Informational: Those who can provide information, referrals, and ideas to help.

Practical: Those who can provide money, child care, food, clothing, housing, etc.

Other: Community services, health providers, child care providers, etc.



Building Your Support Network

Sometimes it is hard to know where to meet new people. The following are some suggestions to get you started on developing your own *Support Network*.

Of the statements below, check off those that you currently do or that you would feel comfortable doing. Set a goal to follow up on those you would consider doing.

- ☐ Take your children to the park. You might meet other parents with children the same age as your children.
- ☐ Ask a parent you met through NHEP to get together.
- ☐ Attend school and child care activities to meet other parents.
- ☐ Invite a co-worker to have coffee with you or to take a walk with you at lunch time.
- ☐ Attend a community parenting group.
- ☐ Find and join some community support groups or faith-based organizations. You will meet people with a similar philosophy or values, and possibly find activities for adults and children.
- ☐ Search out and attend free community workshops that interest you.
- ☐ Call an old friend.
- ☐ Introduce yourself to a neighbor with similar values.
- ☐ List other ways to increase the size of your support network and make new friends.

Section 10

TIME MANAGEMENT & ORGANIZATION

Success on the job depends on how well you practice time management and how organized you are. By managing your time well and staying organized, you will also reduce your stress and find yourself being able to do more of the things that you need to do and want to do.

Time management requires only a few simple tools:

- A wall calendar at home
- A pocket calendar or daily planner to take with you
- A notebook or something in which you can write a 'To Do' list

Wall Calendar

To balance work and family commitments, you need to know what activities each family member has and when, and you need to be reminded of them often. The best way to do this is to use a wall calendar that can display everyone's appointments. Update it as a family by scheduling time once a week as a family. This way, you can discuss and record weekly appointments, who needs to be available for them, and what plans need to be made.

Use the following tips:

- Set aside time one (1) night per week, perhaps Sunday night, to make sure that everyone enters all the things that they need and want to do in the upcoming week.
- Look ahead and also include things coming up in the weeks ahead.
- Children, if old enough, can take turns writing the events on the calendar. This can teach them how to develop time management skills of their own.

By setting aside one (1) night a week to meet as a family and discuss everyone's schedule, important meetings do not get missed, time is planned for both work and family activities, and stress is reduced by not finding out things at the last minute.

Find or create a wall calendar and begin writing appointments on it today. Post the calendar in a place where everyone will see it (the kitchen is usually a good place). Refer to it each evening to make sure that you are prepared and ready for those things scheduled for the next day or coming days.

Pocket Calendar or Daily Planner

The next tool that you will need to help manage your time is a *Pocket Calendar or Daily Planner* that you can keep with you at all times. Trying to remember appointments does not work and can add to your stress level if you schedule conflicting appointments.

Write down all of the appointments noted on your wall calendar in your pocket calendar or daily planner that you will be required to attend; either those appointments for yourself or for another family member. That way, when you are out and have to schedule an appointment or meeting, you can take it out and make sure that you do not have something already scheduled on that day and time. Then, when you return home, update the wall calendar with the newly scheduled appointment.

These items do not need to be expensive. Sometimes businesses or organizations offer them for free as advertising. And often an employer will offer them to their employees to keep them on task and organized. For women, having one small enough to fit inside a purse is a good idea.

Whatever you use, it is important to keep it with you at all times and to update it every time you schedule something. If you do this, it will become a habit and work to your benefit to keep you organized.

To Do List

Calendars help you keep track of appointments. To do lists help you keep track of tasks to get done throughout the day and the month. To do lists can also help you to prioritize your tasks so that you can focus on the most important things to do that day.

To do lists can be a part of your calendar or they can be maintained separately in a notebook. They begin with a simple list of all the things that you need to accomplish that day. You can then prioritize what you need to do first.

Prioritize your to do list by assigning a letter to each task:

A = most important, needs to be done today

B = next most important, needs to be done within a day or two

C = least important, needs to be done within a week or longer

By assigning a letter to each task, you quickly see the tasks on your list that you need to focus on immediately. You will find that you probably have multiple tasks for A, B, and C. Then you need to decide which tasks assigned with an 'A' to do first, second, third, etc. Do the same with the tasks listed as 'B' and 'C'. You can also assign a number along with the letter to prioritize your tasks:

A 1 = needs to be done first

A 2 = needs to be done second, etc.

On the following page, create a to do list for everything that you need to do in the next 2 days. Use the *ABC/1-2-3* method to prioritize your tasks.

You will notice that there is a column for you to check off once you have completed the task. You can also use this column to keep track of the status of this task.

- ✓ - Task completed
- - Moved to another day
- - In progress
- X - Task deleted, no longer need to do

Checking off tasks or putting an X in that column can provide a sense of accomplishment or relief. Refer to your to do list every day, and each evening to plan for the following day.

| ✓ | ABC 1-2-3 | To Do List |
|---|--------------|------------|
| | | |
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Staying Organized

Being organized is key to having a balanced life, while being disorganized can create stress and can also keep you from staying focused on your job search or job. Maintaining family and personal calendars and to do lists can help you organize your time.

If your home is disorganized, it can be difficult to find things when you need them, and it can cost you time and money; time wasted looking for things, and money if you have to replace something that you already own but cannot find. And if you misplace bills that are due, you could end up paying fines for late payments.

Here are some tips to stay organized:

- Prepare lunches, backpacks, and school or work clothes the night before.
- Put everything you or your children will need to take in the morning in one designated area.
- Use an alarm clock and get up early enough to get yourself ready before you need to get your children up.
- Eliminate clutter; give away old clothes, toys, etc. that you are no longer using. Throw away broken or outdated items.
- Use baskets or bins to store clothing, paperwork, and children's toys. Label them so that you know what is inside.
- Keep a basket and a waste bin near the door you use the most. Put mail that you need in the basket and toss out the junk mail. Sort through the mail weekly so that nothing gets overlooked.
- Use color-coded binders or folders for each family member and one for 'household' to hold important papers, including school papers.

Managing YOU - Staying Motivated & Positive

Only you can motivate yourself and maintain a positive attitude; no one can do this for you. During difficult times, including times of change, and even under normal day-to-day situations, staying motivated and positive can be challenging. When things are not going well, we can find it

hard to keep going and we become tempted to give up. Those are the times when we need to remind ourselves of the goals we want to achieve as well as the things we have accomplished in the past.

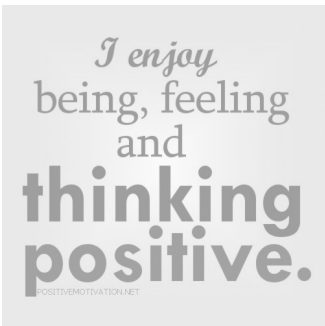
Self-motivation and a positive attitude are keys to success both on the job and in life in general. They are qualities that employers look for in employees and they are qualities that are attractive to other people. They are also qualities that are important for our children to learn.

Learning from your example is one of the best ways for them to learn. So if you find it difficult to stay positive and motivated yourself, then focus on doing it for your children.

Check off the tips in the chart on the next page that you currently do or could do to help keep yourself motivated.



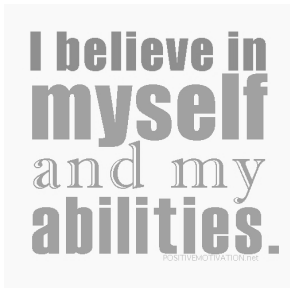
I deserve
to be successful



I enjoy
being, feeling
and
thinking
positive.



Today
I Make
things
happen



I believe in
myself
and my
abilities.

| ✓ | Tips for Staying Motivated |
|---|---|
| | Identify and continually remind yourself of why you want to achieve a certain goal. |
| | Use visual motivators – inspiring quotes, pictures or posters, or a photo of your goal. |
| | Use positive self-talk or affirmations. |
| | Spend more time with positive, supportive people and less time with those who are negative. |
| | Listen to self-improvement tapes or inspiring music to drown out negative self-talk. |
| | Break tasks into small steps or goals, and reward yourself as you achieve them. |
| | Team up with others. If you are having a bad day, call someone who will lift you up. |
| | Keep learning. The more you learn, the more confident you are in reaching your goal. |
| | Help others. Seeing others do well will motivate you to do the same. |
| | Create a written plan of what you want to achieve, when you want to achieve it, and the steps you need to take to make it happen. |
| | Other: |
| | Other: |

Self-Esteem

Self-esteem is how you feel about yourself. Having high or healthy self-esteem means you feel good about yourself, and that you value and respect yourself as an individual. Having low or unhealthy self-esteem means that you feel down about yourself and your worth as an individual. This can have a negative effect on every part of your life, especially your motivation and confidence while searching for or maintaining a job. When you are out searching for work, it is important that you maintain your self-esteem, even when facing rejection.

When searching for and applying for work, it is important to remember that if you are not selected for the job, it should not be considered a personal failure. You have no way of knowing why someone else was hired over you; it could be that they know someone on the inside, or maybe they were referred by someone that knows the person doing the hiring. Do not get discouraged if you do not get all of the job offers that you think you deserve.

Learning how to develop and maintain high self-esteem is an important skill. Take some time to think about and answer the questions below.

1. What are some things that you value most about yourself? This could be the type of person you are, your talents and skills, things that you are good at, etc. Write them below.

2. Describe something about yourself that you feel very good about. This could be something that you did for yourself or for someone else, or a personal quality or talent that you possess.

“Everyone falls down. Getting up is how you learn to walk.”

Walt Disney

3. Why do you feel good about it? How has it affected your self-esteem?

Below are some ways to improve and protect your self-esteem. Put a checkmark in the box next to those things that you already do.

- ☐ Pay attention to your self-talk or inner voice. Make sure that your mind is saying positive things, stop negative self-talk.
- ☐ Use affirmations, which are positive statements, written or memorized, that you say to yourself on a regular basis.
- ☐ Accept compliments with a simple “thank you” and do not dismiss or put down your skills, abilities, or accomplishments.
- ☐ Spend your time with positive people who care about you and encourage you.
- ☐ Do not spend your time with negative people who drag you down or treat you poorly.
- ☐ Do healthy things that you enjoy or that make you feel good.
- ☐ Set goals, take a risk, and reward yourself along the way for your successes.
- ☐ Develop and share your talents and skills with others.
- ☐ Take responsibility for yourself, your choices, and your actions.
- ☐ Make good choices and strive to do what you believe is right.
- ☐ Remember your values and stay true to them.

“Nobody can make you feel inferior without your permission.”

Eleanor Roosevelt

Fear of Success

Why would anyone be afraid of *success*? Doesn't everyone want to be successful? What is wrong with success?

With success comes change and responsibilities, and many people fear this kind of change. Very often, it is fear of the unknown that can prevent someone from moving forward with their plans and goals.

Some common fears that could interfere with success include:

- Fear of the unknown
- Fear of failure
- Fear of not being in control
- Fear of increased responsibilities
- Fear of losing others' affection
- Fear of outdoing others
- Fear of not being good enough
- Fear of stepping out of your comfort zone
- Fear of leaving others behind
- Fear of not 'fitting in'

Does any of this sound familiar to you? If so, you are not alone! Fear is what keeps most people from achieving their dreams. Are you willing to let fear hold you back? Are you willing to give up on your dreams for you and your family because of fear?

So how do you know if you are giving in to your fears? Here are some signs of fear of success:

- Just talking about goals but never taking any action to make them happen.
- Doing 'busy work' or non-essential tasks instead of tackling important assignments or duties.
- Partying or not getting enough sleep the night before an important task that needs to be done.
- Self-defeating thinking and self-talk that interferes with your ability to move forward.

- Making bad choices even when you know better and could make better choices.
- Dismissing or making light of past accomplishments so that you do not have to live up to what you are really capable of doing.

Employers want people who can accept change because change occurs frequently in the workplace as businesses grow and continue to operate. Those employees who accept change and see it as an opportunity will thrive; those who fear and resist it will not. Fear of success or change can hold us back in our personal life as well as on the job. Change happens no matter what, and it is better to move with it than against it.

Overcoming Fear of Success or Change

Below are some tips for overcoming the fear of success or change:

- Try to figure out what it is about success or change that you fear and be honest with yourself about it. Sometimes just identifying your fear, accepting the reason behind it, and being aware of it will give you a sense of freedom. You cannot solve a problem until you identify it.
- Face your fears. If you have someone in your life that you trust, discuss your fears with them. If you do not trust anyone enough to talk with about your fears, try writing them down in a journal. Then challenge their reality.
- Feel the fear and do it anyway. Even people who commit great acts of bravery have fear, but they work through their fear and take action. It is OK to feel afraid, just do not let it stop you from reaching your goals.
- Prepare and plan for times when you will be facing something fearful. Knowing that you are prepared will help lessen your fear.

“The only thing constant is change.”

Heraclitus (a Greek philosopher)

Note Your Successes

We have all had successes in our life - some big and some small. Many of them required that we overcome a fear. For example, if you have a driver's license, you probably had to overcome some fears the first time that you drove a car. Then when you went to take your driver's test, you faced the fear of failing the test. Write down three (3) situations where you faced a fear and succeeded in doing something that you wanted or needed to do.

Situation: _____

Fear you faced: _____

Outcome: _____

Situation: _____

Fear you faced: _____

Outcome: _____

Situation: _____

Fear you faced: _____

Outcome: _____

Facing Your Fear

As you look ahead to getting a job and/or starting a career, what are some of the things that may be causing you fear or concern? In the space below, write down the situation, the fear or concern that you are experiencing, and what you could do to reduce the fear. Refer back in this *Module* to help identify some of the steps that you can take.

Situation: _____

Fear: _____

Action I can take to reduce fear: _____

Situation: _____

Fear: _____

Action I can take to reduce fear: _____

Situation: _____

Fear: _____

Action I can take to reduce fear: _____

Section 11

ETHICS IN THE WORKPLACE

You have probably heard the term '*ethics*' before, but what does it mean to practice ethics on the job or to have high ethical standards? Ethics in the workplace are rules of behavior based upon ideas of what is thought of as right and good.

Some professions identify what it means to practice ethical behavior. Doctors are a good example of this. In their work as a practicing doctor, most medical schools ask that their graduates pledge to uphold the principles of the 'Hippocratic Oath', meaning that they vow to do no harm to others through their practice of medicine. Lawyers and judges are other professionals that pledge to uphold high ethical standards in their profession by taking the 'Lawyers' Oath', where they pledge to uphold and abide by the laws of the country where they practice.

These are two professions where they could potentially cause great harm to others if they did not abide by high ethics. If a doctor cared more about money than a person's health, they might be tempted to perform unnecessary surgeries or medical procedures just to earn money. If a judge cared more about getting a conviction than protecting a person's rights, someone's life could be badly damaged by a criminal charge, or they could even lose their freedoms.

Practicing high ethics means that you pledge to do the best job that you can do, in a fair and unbiased way, and you do this even when no one is looking.

"Leadership requires five ingredients - brains, energy, determination, trust, and ethics. The key challenges today are in terms of the last two - trust and ethics."

Fred Hilmer

Principles of Workplace Ethics

Behavior - Every company has a standard of behavior that they expect their employees to follow. Some of these standards include the way that employees dress on the job, or the language that they use. Certain behavior such as sexual or verbal harassment, discrimination, or abuse is not allowed under the law. Employers expect that their employees will follow these rules as representatives of their company.

Integrity - This means being honest and always doing the right thing. Employees with high integrity avoid gossip and sneakiness on the job, and can be trusted to remain positive when dealing with customers or speaking about their employer.



Accountability - Employers want people who will take responsibility for their actions, and work towards solutions. They want employees who show up on time on their scheduled days and put in an honest days' work.

Teamwork - It is important to employers that their employees work together for the common goals of the company. Everyone in the company is considered part of the 'team'.

Commitment - Dedication to the employer and to the job that you are doing is something that every employer wants. Those that are committed to the company and its' goals are more valued in the workplace.

"Success is stumbling from failure to failure with no loss of enthusiasm."

Winston Churchill

Bad Workplace Behavior

According to Benefitspro.com, there are a number of workplace behaviors that can stop you from getting promoted, and could even cost you your job. Here are the top ten (10) that they identified through surveys of employers as being the most annoying:

1. Whining - 55%
2. Pouting over something that did not go your way - 46%
3. Tattling on another co-worker - 44%
4. Playing a prank on another co-worker - 36%
5. Making a face behind someone's back - 35%
6. Forming a clique (an exclusive group) - 32%
7. Starting a rumor about a co-worker - 30%
8. Storming out of the room - 29%
9. Throwing a tantrum - 27%
10. Refusing to share resources with others - 23%

Of those employers surveyed through CareerBuilder.com, they identified the following problems when asked about whom they might promote and bad workplace behavior:

Negativity - 62% said that they are unlikely to promote someone who has a negative attitude (whining, pouting, etc.)

Vulgar language - 51% said that the use of vulgar language shows them that an employee is not ready for a promotion because they appear to struggle with communicating in a respectful way

Gossip - 44% said that they would probably not promote someone that engages in office gossip

Sloppiness - 36% said that being sloppy in the workplace shows that you are disorganized

Section 12

SAFETY ON THE JOB

Safety on the job is a major concern of employers. They want to ensure that their employees follow safety rules to avoid injury to themselves or to others.

Workplace injuries are costly, both to the employee and the employer. If a worker is injured so that they cannot return to work right away, they often will have to collect *Workers' Compensation Insurance (WC)* during the time that they are out and recovering.

In NH, any employer who employs at least one (1) full time employee is required to have *WC* to cover any potential injuries on the job. There are a few exceptions to this law.

The employee will be paid 60% of their normal wages while collecting *WC*. The employee will be instructed where to go to see a doctor hired by the insurance company providing the coverage.

During this time, the company cannot hire someone else to do your job. This is why workplace injuries are never good for either party, as the employee has to survive on reduced pay, and the employer has to find ways to get the work done that the injured employee would be doing each day.

Occupational Safety & Health Administration

In 1970, it was recognized that laws had to be put in place to protect workers from hazards on the job. The *Occupational Safety & Health Act* was passed, and the *Occupational Safety & Health Administration (OSHA)* was created to enforce the law.



Know Your Rights

Under federal law, you are entitled to a safe workplace. Your employer must provide a workplace free of known health and safety hazards. If you have concerns, you have the right to speak up about them *without fear of retaliation*. You also have the right to:

- Be trained in language that you understand
- Work on machines that are safe
- Be provided required safety gear, such as gloves or a harness and lifeline for falls
- Be protected from toxic chemicals
- Request an OSHA inspection, and speak to the inspector
- Report an injury or illness, and get copies of your medical records
- See copies of the workplace injury and illness log
- Review records of work-related injuries and illnesses
- Get copies of test results done to find hazards in the workplace

If you feel that your safety rights are be violated in the workplace, you can contact the state office of *OSHA* and file a complaint. The contact information for New Hampshire is:

Concord Area Office

J.C. Cleveland Federal Bldg.

53 Pleasant Street, Room 3901
Concord, New Hampshire 03301
(603) 225-1629
Fax: (603) 225-1580



WRAP-UP

You now know what it will take to be successful on the job and the expectations of employers. Being hired and working for a company should be thought of as a privilege, not a right. No one is ENTITLED to a job, you have to earn the right to stay employed with a company and continue to be rewarded with the benefits provided by the company as a result of your hard work. It should always be thought of as a partnership.

If you approach work with a positive attitude and an understanding of mutual responsibility between you and the employer, you will become a valuable employee, leading to job advancement and security. If you find that you are unhappy in your current job, the techniques provided in this booklet will assist you in successfully leaving your current position without 'burning bridges', or leaving in a bad way, resulting in a bad reference in the future. Remember that no future employer wants to hire someone who walked off their previous job, leaving the employer to find a way to fill those responsibilities.

Bring your '***Job Readiness Activity Verification/Module 5 - Meeting Employer Expectations'*** (Form NHEP267 MOD5) and this ***Module*** to your next appointment with your ECS.



EMPLOYER EXPECTATIONS

American Management Association

<http://www.amanet.org/training/articles/25-Ways-to-Stay-Employed.aspx>

KForce

<https://www.kforce.com/resource-center/career-articles/meet-and-exceed-expectations.aspx>

America's Job Exchange

<http://www.americasjobexchange.com/career-advice/what-employers-want>

LDS Employment Resource Services

<https://www.ldsjobs.org/ers/ct/articles/what-does-your-employer-expect-from-you?lang=eng>

VisiHow

[http://visihow.com/Recognize Employer Expectations](http://visihow.com/Recognize_Employer_Expectations)

Chron

<http://work.chron.com/expectations-employers-employees-new-job-9494.html>

Advantage Programme

<https://www.youtube.com/watch?v=R7zB4J6cPok>

LEAVING A JOB

The Muse

<https://www.themuse.com/advice/peace-out-how-to-leave-a-job-on-great-terms>

Harvard Business Review

<https://hbr.org/2014/12/how-to-quit-your-job-without-burning-bridges>

Monster.com

<http://www.monster.com/career-advice/article/4-ways-to-quit-your-new-job>

DEALING WITH A DIFFICULT BOSS

Forbes

<http://www.forbes.com/sites/margiewarrell/2014/01/20/6-strategies-to-handling-a-bad-boss/#132d6e795624>

WebMD

<http://www.webmd.com/mental-health/features/dealing-with-a-difficult-boss>

The Muse

<https://www.themuse.com/advice/10-brilliant-tips-for-dealing-with-a-difficult-boss>

LOOKING FOR WORK WHILE EMPLOYED

Forbes

<http://www.forbes.com/sites/jacquelynsmith/2012/10/26/the-dos-and-donts-of-job-searching-while-youre-still-employed/#5212c3871493>

US News

<http://money.usnews.com/money/careers/articles/2013/10/30/7-tips-for-job-hunting-while-still-employed>

Huffington Post

[http://www.huffingtonpost.com/diane-gottzman/job-search-etiquette-inte b 8245608.html](http://www.huffingtonpost.com/diane-gottzman/job-search-etiquette-inte_b_8245608.html)

Job Hunt

<http://www.job-hunt.org/recruiters/finding-job-while-employed.shtml>

SOCIAL MEDIA

Business Know-How

<http://www.businessknowhow.com/internet/socialmediaetiquette.htm>

PayLane

<http://blog.paylane.com/10-rules-of-social-media-etiquette-you-might-want-to-follow/>

Mashable

<http://mashable.com/2012/10/19/rules-social-media/#FoBTCqEkTPq8>

Bloomberg

<http://www.bna.com/social-media-policies-in-the-workplace-its-all-about-respect/>

Social Media & The Workplace: Advice & Guidance

<http://www.acas.org.uk/index.aspx?articleid=3375>

ETHICS IN THE WORKPLACE

Institute for Global Ethics

<http://globalethics.org>

Society for Human Resource Management

<https://www.shrm.org/hr-today/news/hr-magazine/pages/0414-ethical-workplace-culture.aspx>

Workplace Answers

<http://www.workplaceanswers.com/courses/code-of-conduct-ethics/ethics-in-the-workplace/>

The Balance

<https://www.thebalance.com/did-you-bring-your-ethics-to-work-today-1917741>

Graziado Business Review

<https://gbr.pepperdine.edu/2010/08/creating-and-sustaining-an-ethical-workplace-culture/>

NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.